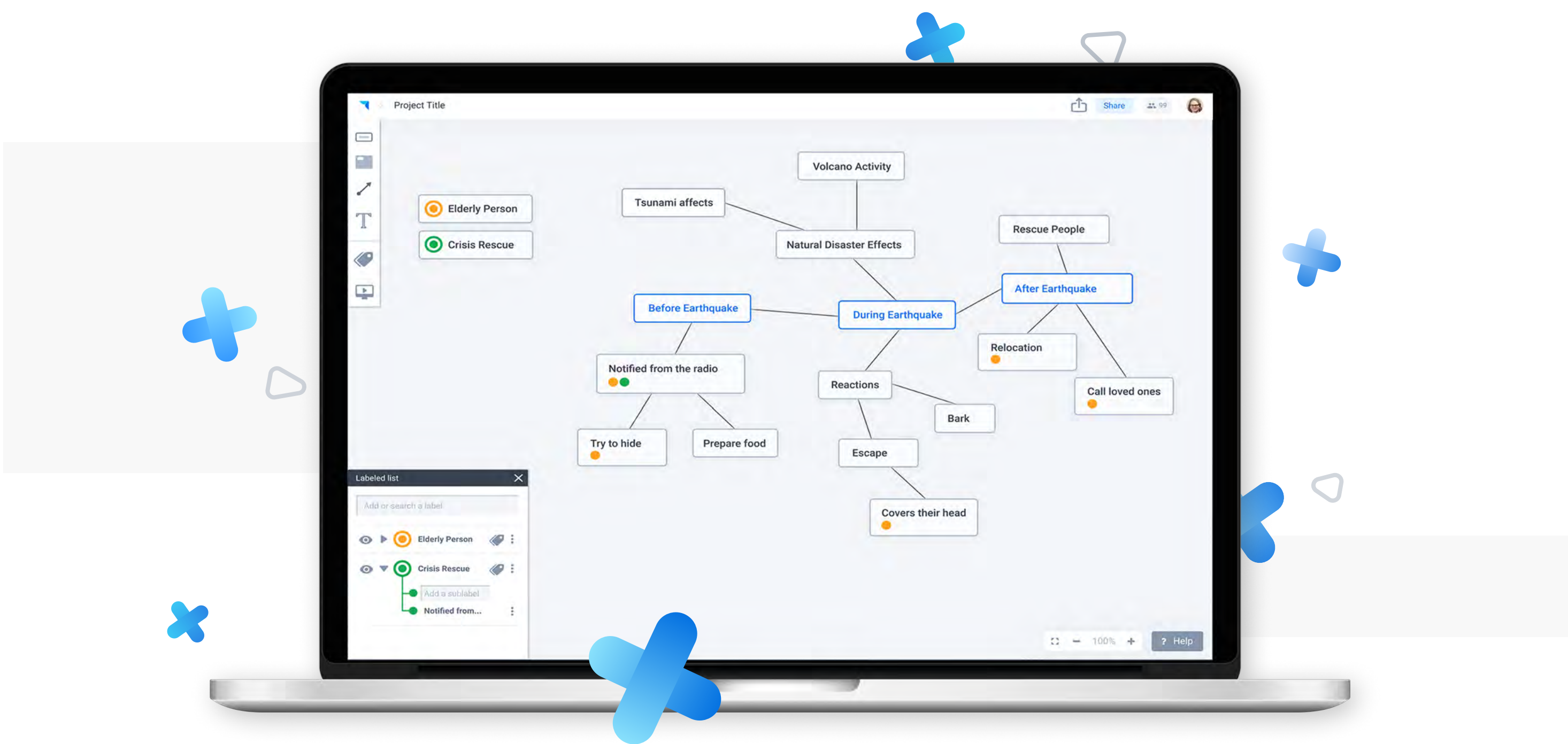# Gift a *perspective* to diagrams

The newly designed perspective feature with cognitive DSRP (Distinction, System, Relationship, Perspective) theory empowers users to better empathize with others by allowing one to see different point of views.
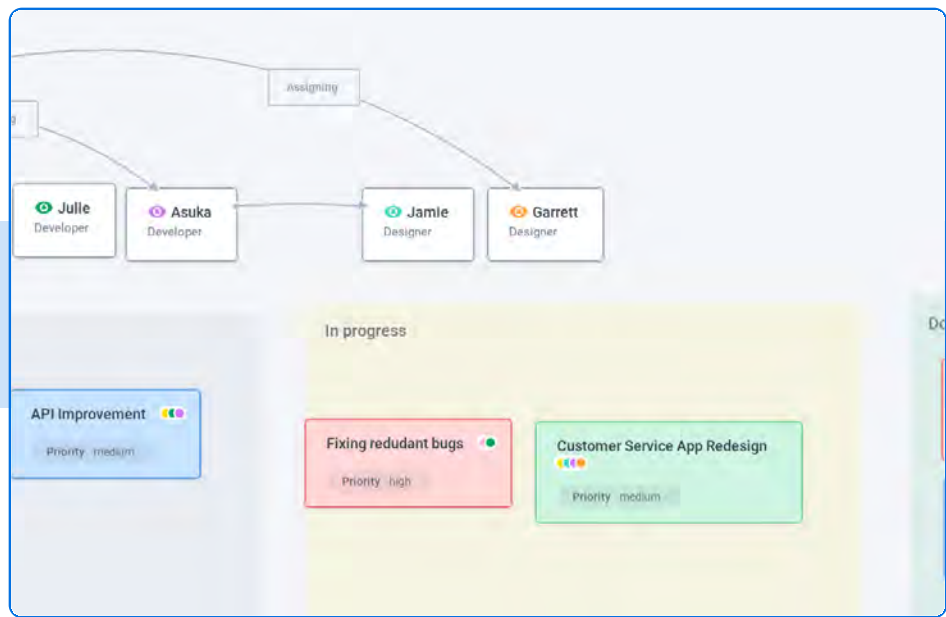

PROBLEM

Since the Perspective-taking feature is a novel concept, there were significant usability issues. The users could not comprehend the definition of "perspective" when creating/labeling a point of view, and the key UI for Perspective-taking feature was confusing.

GOAL

Redesign the Perspective-taking feature to be intuitive for users so that they can organize, empathize, & share point of views more visually and efficiently.
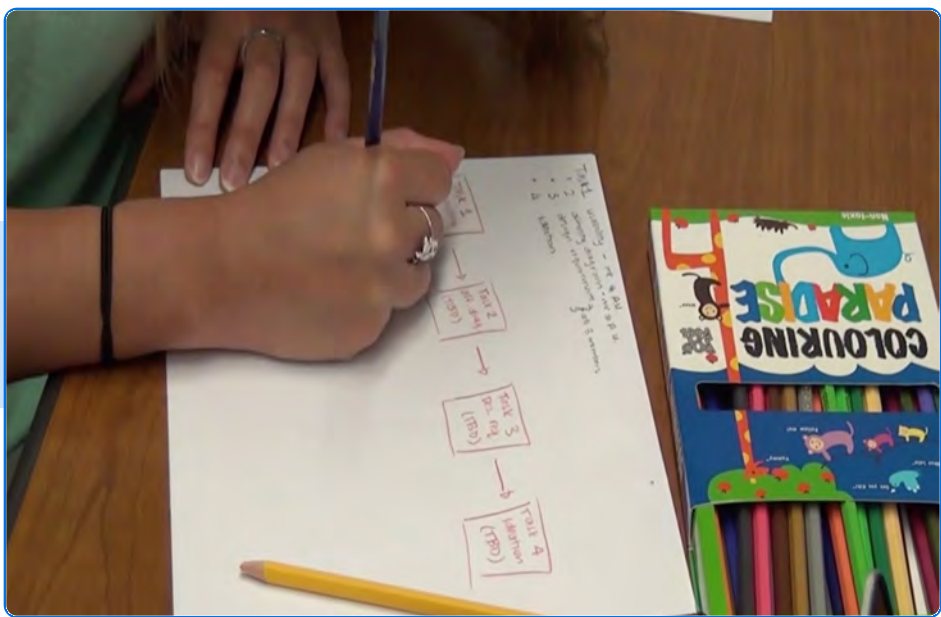
JOURNEY

01 Cognitive Walk-Through & Heurisitic Evaluation

Conducting cognitive walkthroughs by creating 4 different diagrams, analyzing with the Neilsen's heuristic evaluation to seek out current usability issues, and familiarizing ourselves with Plectica.
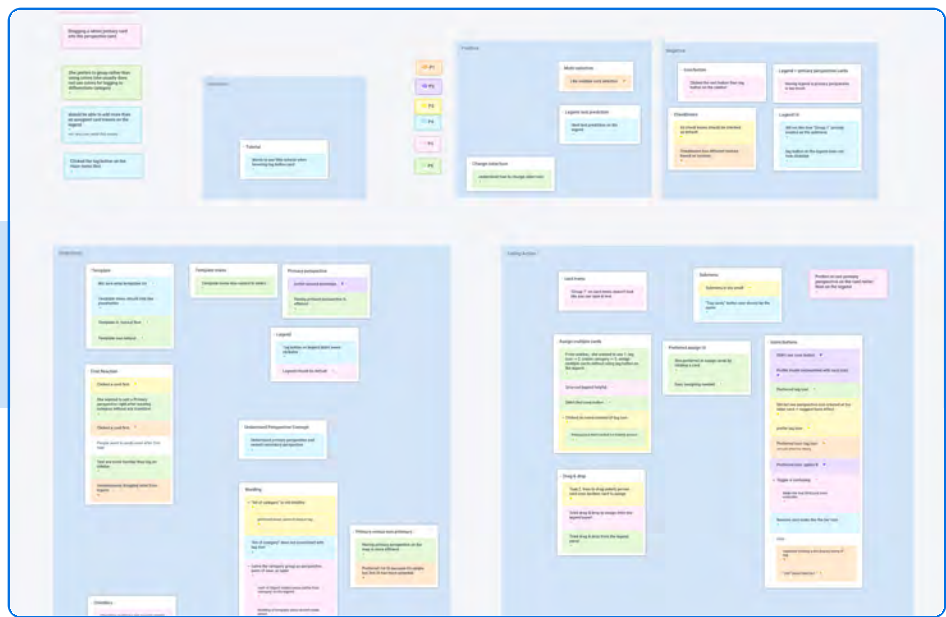
02 Usability Study & Interview

Conducting 6 sets of drawing-diagram activities, interviews, and usability tests of the current Plectica platform to evaluate usability issues on the Perspective-Taking feature and understand the users' mental model of diagramming.

03 Concept Redesign Testing

Based on the previous testing results, we built out 4 paper prototype concepts from divergent design ideas and walk-through each design with 7 participants to understand the general preferences.

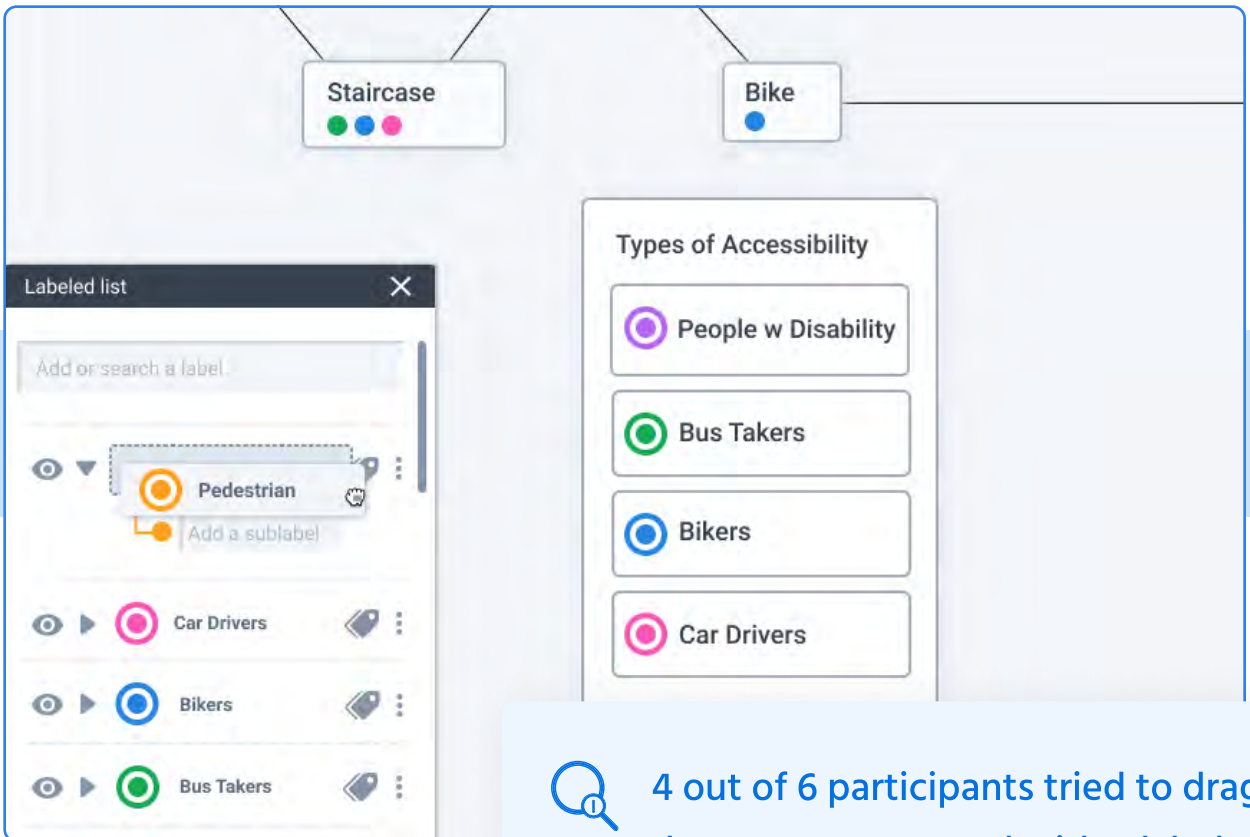### 04 High-Fidelity Prototype Testing

Based on the concept testing result, we built an interactive prototype and tested it with 6 participants to verify whether we have solved the current usability problems and explored other ideas to refine the design.

CORE FEATURES

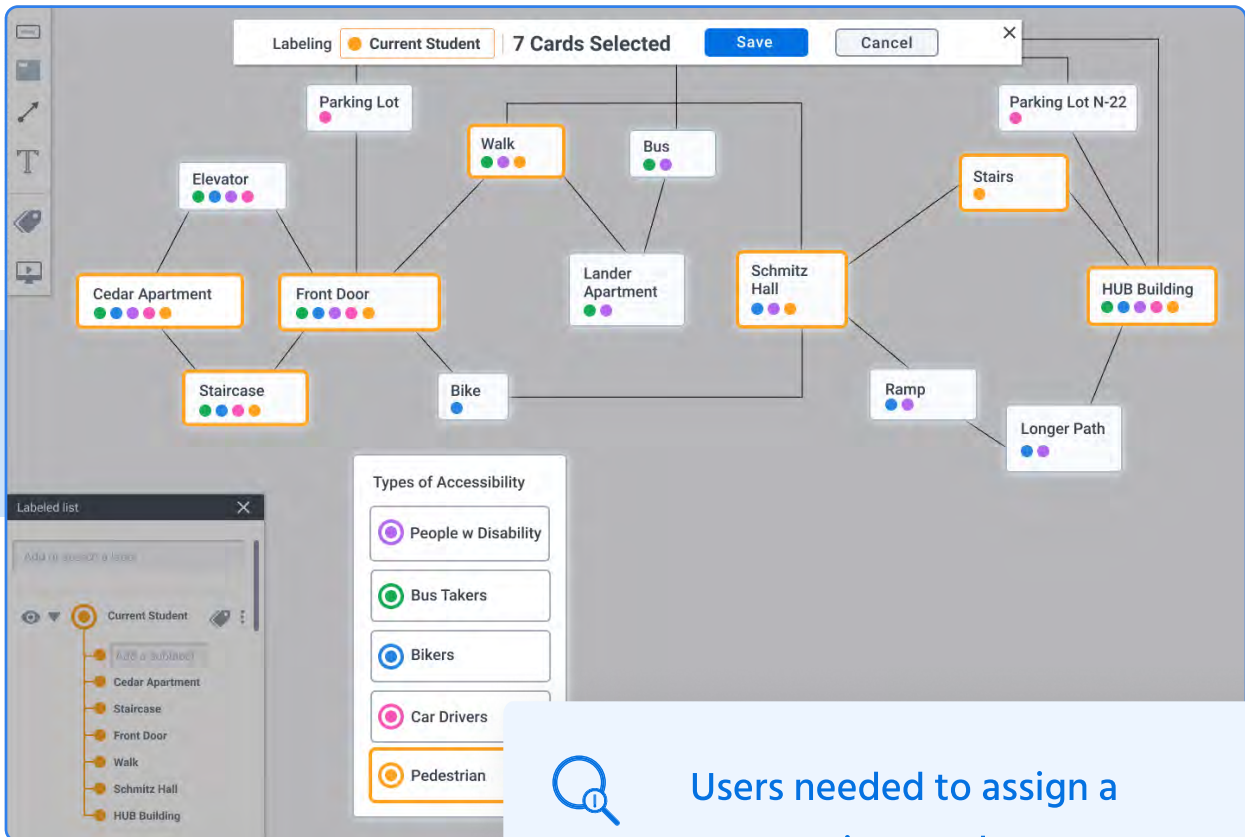🔍 = Problem   💡 = Solution

Intuitiveness – Drag & Drop

🔍 4 out of 6 participants tried to drag & drop to create a card with a label. This feature was not supported.

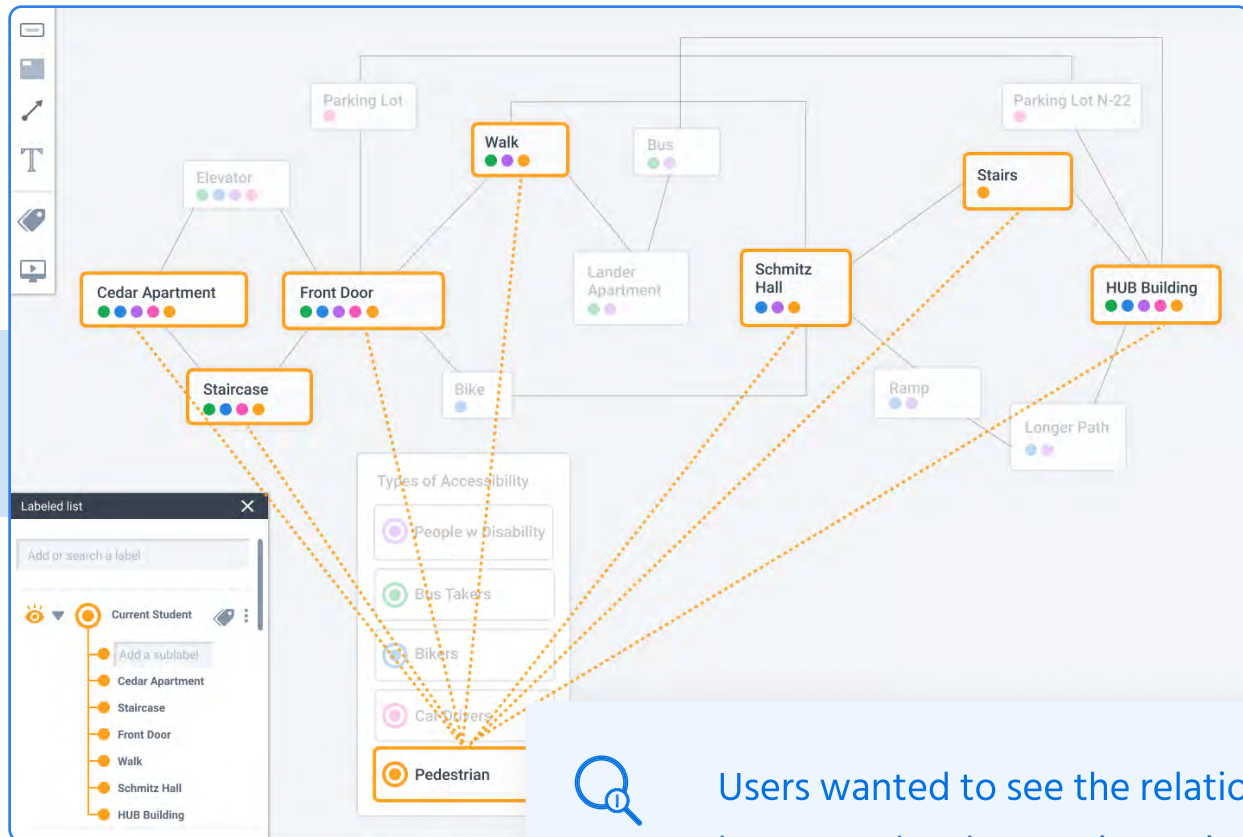💡 The new feature supports drag & drop feature to create a label card from the legend.

Efficiency – Multi Assigning

🔍 Users needed to assign a perspective one by one.

💡 The new feature enables users to assign labels on multiple cards.

Visibility – Filter Cards

🔍 Users wanted to see the relationship between the chosen viewpoint and the entire diagram.

💡 The new feature enables users to read texts of uselected cards while highlighting selected cards.

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